

An aerial photograph of a dirt road winding through a dense green forest. A small black car is visible on the road. The image is used as a background for the report cover.

MAKE EVERY DRIVEN MILE A SHARED MILE

Sustainability Progress Report 2023

MILES

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ABOUT THIS REPORT

With our 2023 sustainability report, we seek to give our users, investors, municipalities, colleagues and partners the third consecutive annual update regarding our progress and initiatives in environmental sustainability, social responsibility, and governance practices.

- In the **Good Business Model** section, we take a detailed look at our sustainability efforts, including development opportunities and the digitalization of our processes.
- In the **Good for the Environment** segment, we look at MILES' sustainability impact on cities and communities, compare our CO₂ emissions with our CO₂ savings, and address the sustainable management of our resources.
- In the chapter **Good for People**, we show the added value MILES offers society and our associated economic, environmental and social responsibilities.
- In a new section called **Good Working Relationships**, we go into detail as to how we ensure respectful interaction both within MILES, as well as with our esteemed customers and business partners.

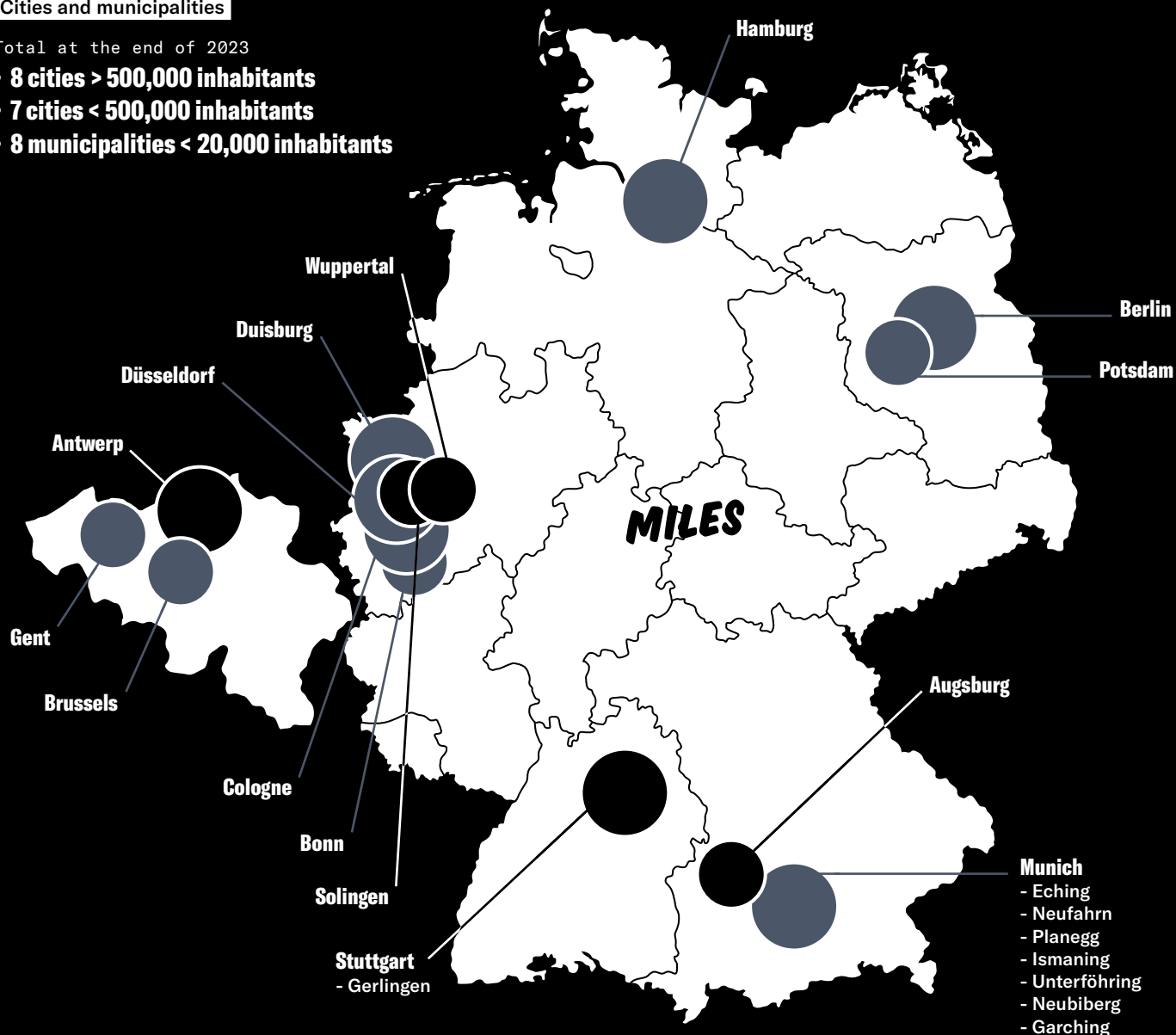
In the materiality analysis, which focuses on the performance level, the status quo and the need for action, we determined key figures of relevance to sustainability for 2021 and defined measurable targets, which we would now like to compare with the figures from 2022 and 2023. We also want to show which defined targets we have achieved, which steps we have taken to achieve them, and which new targets were added in 2023.

A PORTRAIT OF MILES

Cities and municipalities

Total at the end of 2023

- 8 cities > 500,000 inhabitants
- 7 cities < 500,000 inhabitants
- 8 municipalities < 20,000 inhabitants



From carsharing to business subscriptions, MILES has created an alternative to car ownership, becoming the leading carsharing provider in Germany. Today, both private individuals and companies can use the service.

MILES offers carsharing and vansharing in a convenient and stationless free-floating system, as well as a subscription model available from one to up to twenty-four months. Businesses have had access to the use of MILES vehicles since February 2023, and by the end of 2023, we had a total of around 2.3 million registered customers.

Our fleet is designed to meet every mobility need, offering a range of models from small city cars to electric vehicles and vans, suitable for both business and private use. Around a sixth of the models are electric. In addition, charity vehicles have been available since 2021, with all of the driving revenue donated to local social organisations and projects.

The MILES' prices are tailored to the needs of users. We offer a kilometer based billing model, as well as flexible hourly and daily rates for up to 30 days. Trips abroad or between MILES cities are also possible.

We are continuously growing our business areas. In 2022, we expanded into other European countries for the first time and extended our service to a total of ten cities in Germany and Belgium. Since the end of 2023, just one year later, users have been able to access MILES cars in 15 cities.

At the end of 2023, we had almost 800 employees working in various areas - from logistics to customer service and management - at ten locations in Germany, Belgium and Poland. This includes the new location for the maintenance and repair of our fleet in Berlin and our reconditioning centre in Poland. In 2023, our company generated a total turnover of around 184 million euros.

Our business activities enable us to be particularly impactful in six of the United Nations' Sustainable Development Goals (SDGs): sustainable cities and communities (SDG 11); climate action (SDG 13); reduced inequalities (SDG 10); gender equality (SDG 5); and responsible consumption and production (SDG 12).

Since 2023, partnerships for the goals (SDG 17) have also been included, as we focus

even more intensively on how we can implement sustainable long-term cooperations with our customers and business partners that are both accommodating and appreciative. With this in mind, in 2022 we set our focus for the coming years on three measures and associated goals. In 2023, we were able to achieve some of these, while others are in progress - and still others, admittedly, have yet to be addressed.

Increased transparency

- Establishment of a sustainability strategy 🌱
- Establishment of an employee code of conduct ✅
- Establishment of a code of conduct for our suppliers 🌱

Measuring the impact

- Calculation of GHG emissions ✅
- Being operationally emissions-neutral by 2026 🌱
- Offsetting CO₂ emissions 🌱

Tackling issues operationally

- Promoting the growth of our fleet ✅
- Opening new locations ✅
- Expanding business areas ✅
- Increasing electrification of our fleet 🌱
- Promoting diversity in our teams ✅

most popular city-to-city trips



Hamburg



Berlin

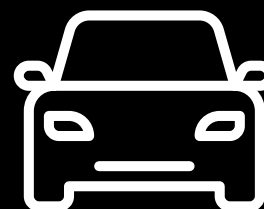


Potsdam

 **≈ 170,000 euros**
in donations



96%
revenue growth -
from 94 million euros (2022) to
184 million euros (2023)



72%
fleet growth -
from 11,680 (2022) to
21,470 vehicles (2023)



88%
customer growth -
from around 1.3 million (2022)
to more than 2.3 million
registered customers (2023)



Growth effects

The reduction of the number of private cars due to carsharing not only leads to less traffic and emissions, but also gives us the opportunity to rethink and redesign urban spaces. In 2023, we almost doubled our fleet, giving even more people access to shared mobility.

Oliver Mackprang, CEO



Setting standards

The year 2023 was an enormous challenge for large parts of the economy - characterised by high interest rates and rising energy costs. Nevertheless, we are pleased with the milestones we achieved - such as expansion into new markets and new product features and partnerships - and we are optimistic about 2024, during which we will strive to continue to set standards for our industry.

Eyvindur Kristjansson, CFO



Increasing efficiencies

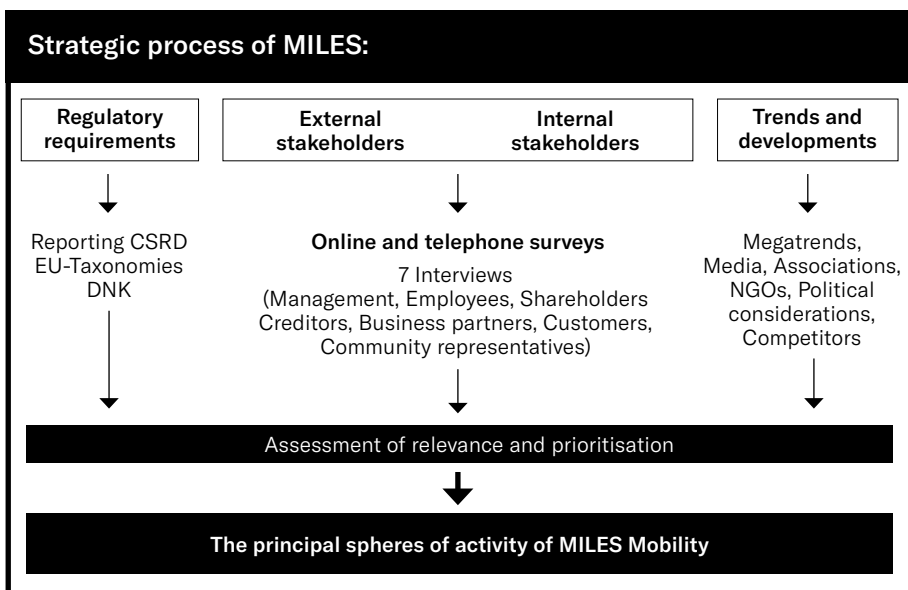
At MILES, we continuously put our internal processes to the test. By optimizing these internal processes, particularly in the operational area, we have been able to make our business even more efficient - and more sustainable.

Alexander Eitner, Co-Founder

MATERIALITY ANALYSIS

For our 2021 report, we undertook a Materiality analysis to investigate relevant sustainability issues and challenges for MILES. This enabled us to identify the central issues in various fields of endeavour that guide our sustainability activities. The results also form the foundation of our 2023 Progress report. For 2024, we are planning to carry out a double Materiality analysis.

To ascertain our goals, in the context of an environment analysis, we scrutinised regulatory requirements and analysed trends and developments based on studies and a press review. The focus here was primarily on associations and academia, non-governmental organisations (NGOs), and the current political discourse. Deploying qualitative interviews and an online survey, we queried both internal and external stakeholders regarding their assessment of the materiality of sustainability issues for the MILES business model. The following graphic visualises the procedure we used.



We sought to focus on the relevance of sustainability's impact on our business and its significance for external stakeholders. The impact on the environment, society and the economy was also taken into account. This resulted in the following materiality matrix.



As relevant environmental, social and corporate governance (ESG) issues are constantly evolving, we regularly reassess them to ensure that our sustainability commitment is aligned with material issues. We are therefore planning to carry out a double Materiality analysis in 2024.

A GOOD BUSINESS MODEL

GROWING SUSTAINABLY

Focused on the future

Everything digital at a glance



FOCUSED ON THE FUTURE

We believe in a world where mobility is shared, sustainable, and accessible to all. Our goal is to reduce the number of vehicles on the roads to improve life in urban areas. To make our carsharing service accessible to as many people as possible, in 2023 we expanded our business area and tapped into a new target group with our B2B offering, MILES for Business.

Climate and people friendly urban traffic is only possible with a successful transition from private transport to mixed mobility. Carsharing plays a crucial role in this transition.

On the one hand, it represents the fourth essential pillar of sustainable mobility alongside public transportation, cycling, and walking within the concept of environmentally-friendly transport. Only when all pillars are intelligently interconnected and jointly usable do they offer a real alternative to private cars. Carsharing plays a decisive role because automobiles offer a high degree of flexibility, are a good means of transportation, and can be used to cover distances quickly.

On the other hand, car-sharing improves the quality of life in urban areas: it reduces the demand for the already scarce resource of space, decreases car noise, and curbs air pollution. A private car is on average unused about 96 percent of the day and is in motion for just over four percent of the time. In comparison, a MILES car is used by multiple customers throughout the day and is on the road for nearly one-fifth of the day.

More mixed mobility thanks to carsharing

Scientific studies show that carsharing offered on mobility platforms leads to users increasingly switching to alternative means of

transport such as bicycles and public transport (2). They are also more willing to give up owning a car altogether (3), or to refrain from buying a new vehicle (4).



1,285

German municipalities offer carsharing in 2023 (1). That is just almost 18.8 percent more than in 2022.

A study in Munich found that households in which carsharing is infrequently or never used have an average of 0.81 vehicle per resident, while this figure declines to 0.46 vehicle per resident in households in which carsharing is used frequently (5). A May 2023 survey of around 7,000 MILES users found that 58% would be very likely, likely, or somewhat likely to buy a car if free-floating carsharing did not exist.

An ever-growing number of people use carsharing

In 2023, the number of drivers using carsharing services once again rose significantly.

According to the Bundesverband CarSharing e.V. (bcs), there are over 5.5 million drivers registered for carsharing in Germany as of 1 January 2024 (6). This corresponds to an increase of 23.1% compared to the previous year and means an increase of over one million users.

The free-floating carsharing segment in particular developed dynamically and made a significant contribution to the growth of the industry as a whole: As of 1 January 2024, 4.5 million authorised drivers were registered with free-floating carsharing providers, which corresponds to an increase of 26.4% compared to the previous year. However, station-based carsharing and combined systems also recorded an increase of 10.2% - to one million authorised drivers.

Carsharing to be available in even more cities

In addition to the expansion of the fleet, regional development is among the reasons for the growth in the number of users: Whereas in 2022 there were 1,082 German municipalities (7) in which carsharing was available, just one year later there were already 1,285 cities and municipalities. In 2023, a significant increase in supply was observed - above all in smaller cities with up to 50,000 inhabitants - and in rural areas (8).

At MILES, we are also continuously expanding to make carsharing accessible to as many people as possible. Stuttgart and Antwerp have been part of our business area since 2023. We have also started to expand into smaller cities and are now represented in

Augsburg, Wuppertal and Solingen. Small municipalities and suburbs such as Eching and Planegg in the Munich area and Gerlingen near Stuttgart have also been included. Adding additional cities and municipalities is on the schedule for 2024.

Services for business customers

In 2023, MILES expanded its offer to include a new product: MILES for Business. Since March of last year, companies have two options that make it possible for their employees to use our vehicles for business trips: classic carsharing or a business subscription. The potential of this line of business is enormous, and the number of companies opting for it is growing weekly.

Simple and intuitive to use, with carsharing, those responsible for mobility or corporate fleet managers are given access to a central dashboard that allows mobility expenditure to be managed and optimised effectively. In addition, a vehicle is only used and paid for when it is actually needed - there is no more unnecessary downtime. Registration and accounts are free, and refuelling, charging and insurance are included. Last but not least, the offer is also a forward-looking benefit for employees, promoting intermodality and sustainable mobility behaviour.

The MILES business subscription gives firms the opportunity to access their own fleet. The duration of the vehicles' use can be booked flexibly, and depending on their business needs, companies can choose and switch between various vehicle types, from e-vehicles to limousines and vans. Therefore,

it's no problem if the company changes or employees join or leave. A car can be assigned to one or more employees.

Room for further growth

Despite the continued importance of individual mobility, people are manifesting ever-dwindling emotional attachment to cars (9). This leads to a growing willingness to forgo owning a private car and to use carsharing services instead.

Environmental protection, climate change, and space shortages in cities contribute to this shift in thinking. Therefore, we also expect a positive developments in the carsharing market in the future.

Moreover, the legal framework also promotes the integration of carsharing into the urban infrastructure. One example of this is Germany's law regarding the preferential treatment of carsharing, which allows the creation of separate parking spaces for carsharing vehicles in public areas. Although local implementation of this law varies and can pose challenges, positive trends can already be observed in some cities and municipalities.

The role of internal conviction

At MILES, intrinsic motivation drives all of our ideas, progress and services. Our quest for a transport revolution through shared mobility is deeply rooted in our corporate culture, and for this reason, we continuously invest in the improvement of our processes and look for ways to optimise our services - always with the goal of achieving financial stability. This is because we are convinced that ecological and

economic sustainability must go hand in hand and view profitability as a consequence of our forward-looking and data-based activities.

Our business model

Positive effects

✓ Customers and products

Improved quality of both residential life and short-term visits

- less individual transport
- less need for public thoroughfares
- less air pollution
- less noise

More climate-friendly transport

- strengthening public transport
- strengthening multimodal traffic behaviour
- promotion of e-mobility
- increased use of modern vehicles

✓ Employees

A future-oriented working environment

✓ Business operations

CO₂ neutral operation in 2026

Strengthening sustainable supply chains

✓ Sustainability management

Intrinsically sustainable business model
Support for charity projects

Negative effects

✗ Environment

CO₂ emissions from internal-combustion engines, continued use of vehicles and the corresponding resource requirements



EVERYTHING DIGITAL AT A GLANCE

To a large degree, the attractiveness of MILES is due to the almost effortless app flow: customers can use it to register, search for available cars, make bookings, start and end their ride, and refuel and recharge their vehicles, which was introduced as a completely digital feature in 2023. The quality of the underlying technical processes is crucial to ensure that our services are quickly and easily accessible via the app at all times.

Get the app, and drive with MILES in just a few steps. From downloading the app and registering, to booking vehicles and billing at the end of the journey, the process is intuitive, self-explanatory, seamless and transparent - and the prices are visible at a glance. As the booking of our vehicles is done exclusively digitally, the service can be used 24/7 without any restrictions, offering full flexibility.

To enable uncomplicated use at all times, it is important that the technical function of the MILES app is flawless. Our tech and product teams work constantly to achieve this, as well as to improve the app and add new features that can be seamlessly integrated into the existing system. In 2023, for example, we integrated a rate planner, and added the protection plus option, which makes it possible to reduce the deductible in the event of an accident.

The MILES subscription for private and business customers is not available via the app, but can also be booked online. This service - so far available only in Germany - allows you to choose the model, term and kilometres with just a few clicks on the website and sign up for a subscription. A minimum of ten days after ordering, the car is delivered to

your doorstep on the desired date - anywhere in Germany. Billing is monthly and includes all costs, except for refuelling and charging electric vehicles.

Refuelling and charging via app

Digital refueling has been available in all our business areas since January 2023. Via the app, carsharing customers find our partner fueling stations and select the number of the fuel pump. It is then automatically unlocked to enable refueling. When done, the app is also used to confirm that the operation has been completed and paid for digitally. Charging electric cars has worked exclusively via our app since the beginning (2021) and is therefore fully digitalised, presenting a win-win situation for our customers and us.

Integration into MaaS platforms

The integration of our carsharing offer into mobility-as-a-service (MaaS) platforms is a key pillar of our strategy to increase its availability and accessibility. These platforms combine various types of mobility - such as car and bike sharing, local public transport, and cabs - to present users with a comprehensive mobility solution from a single source. The integration into public transport platforms and their apps, as well as into the systems of private providers, is a complex undertaking in which data protection and data security in particular have the highest priority. In addition, the presentation of a MILES booking via the respective API interfaces involves specific adjustments that, depending on the platform, must be made either by us, the platform operator, or jointly. The coordination of these integrations is resource intensive and requires continuous maintenance and further development after their introduction.

One milestone from the past year is our cooperation with SIXT. In June 2023, MILES became the first external car-sharing company to be integrated into the SIXT app. This enables users of the SIXT app to seamlessly access the entire MILES vehicle range and rent a vehicle from our fleet. This cooperation underlines our ambition to make mobility solutions even more widely available and to offer our customers greater flexibility and choice in their mobility needs.

We have been integrated into the Berlin public-transportation system's (BVG) app - called Jelbi (pronounced "Yelbi") - since 2019. This has been followed by integrations into other renowned platforms such as FREE NOW, hvv switch (Hamburg), and redy (Düsseldorf). In 2022, we further expanded our network by partnering with the portal Billiger-Mietwagen.de, whose free membership programme is called FLOYT+. Our aim is to make the MILES offer accessible to an even broader user base by continuously growing our partnerships.

Service around the clock

Customers who have questions about MILES services can find comprehensive answers online in our detailed FAQ or with the help of our chatbot Miley. If an issue cannot be resolved through these systems, or an emergency arises during the rental, MILES customer support is available around the clock - via either phone or email.

Client feedback is very valuable information for us in our never-ending effort to continuously improve user experience with our app and website.



Our partners



GOOD FOR THE ENVIRONMENT

LIVING SUSTAINABLY

More space for living

Less CO₂ for a better environment

Sustainable resource management





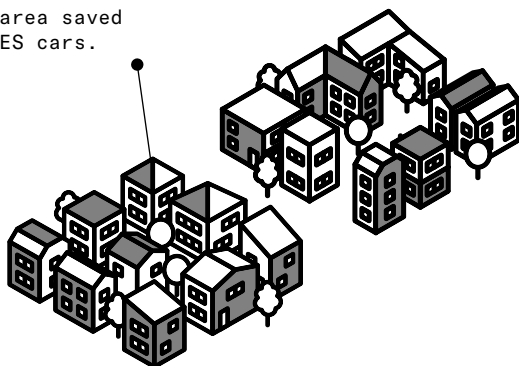
MORE SPACE FOR LIVING

To protect ourselves and our environment, we must act now. Especially in cities, where more than half of the population already lives, it is crucial to improve the quality of life. A better climate in urban areas significantly contributes to this. As a mobility provider, we are participating and have already achieved a lot.

Germany's Ministry for Economic Cooperation and Development has had sustainable urban development on its agenda for years, and more than 22 billion euros in funding (10) is currently being invested to support cities in their efforts to reduce their impact on global

4,200,000m²

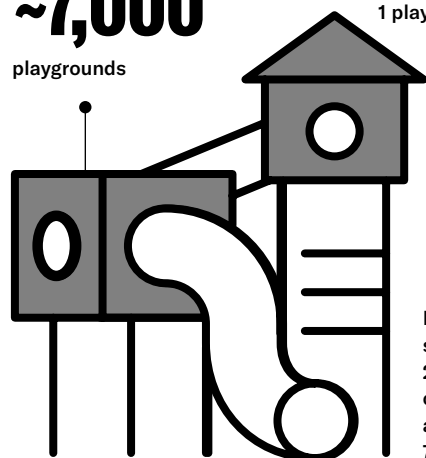
Total area saved
by MILES cars.



~7,000

playgrounds

1 playground = 600m²



Every single MILES car saves between 186 and 205 square metres of space. Together, this area is enough for 7,000 playgrounds.

As at 31.12.2023

warming. Sustainable urban development is critical in the fight against climate change, and the implementation of climate-friendly mobility constitutes an essential element of the strategy.

By promoting shared mobility solutions and the use of electric vehicles, we contribute to the reduction of traffic in cities and lessen the environmental impact. These measures are an integral part of our ESG strategy and help us achieve our goals in the areas of environmental protection and sustainable development.

We create spaces

Reducing the number of cars on our streets not only creates more space, but also provides a significant boost toward improving the quality of urban life. A study by the Karlsruhe Institute of Technology (KIT) revealed that a single carsharing vehicle replaces up to 15 private cars on average, as carsharing availability either convinces owners to sell their vehicles or not to buy one in the first place. If this potential saving is extrapolated to the MILES fleet, around 92,000 users will have sold their private vehicles by the end of 2023 thanks to MILES - which is almost twice as many as in the previous year. In December 2022, the figure was still around 49,000, and in 2021, it was 17,000. Furthermore, our services deterred the purchase of around 265,000 new private vehicles. These figures illustrate the strong influence our carsharing service has had on a rethink of mobility.

Reducing the number of private cars not only makes parking spaces redundant, but also opens up new opportunities for more sustainable use of the space that is freed up. Converting these areas to additional green spaces, optimised cycle paths, comfortable places to sit, and playgrounds not only improves the carbon footprint, but the quality of urban life in general.

In 2021, our initiatives led to a reduction of 780,000 square metres of parking space; in 2022 it was already two million





square metres; and by the end of 2023, this figure had risen to over 4.2 million square metres - the equivalent of around 7,000 playgrounds. These are clear signs of the potential that lies in sustainable urban development.

We promote mixed mobility

Users of carsharing services prefer mobility that is significantly less harmful to the environment: they increasingly

rely on public transport, as well as rental bikes and scooters (11). Our collaboration with various platforms such as Jelbi, hvv switch, FREE NOW and SIXT facilitates our customers' access to a sustainable mobility mix by providing a single app that offers a flexible solution for keeping track of all their mobility needs. Multimodality thus becomes easily accessible for everyone and an attractive alternative to private vehicles.

Making urban traffic safer

Minimizing the risk of accidents to the greatest degree possible is a central component of sustainable mobility concepts. By reducing the number of private cars, we contribute to more relaxed traffic flows and higher safety for all road users. Our kilometer-based billing model reduces time pressure and thus lowers the risk of accidents. Additionally, we use only modern vehicles that are regularly maintained throughout the year and undergo an annual general inspection. Finally, MILES has a zero-tolerance policy for alcohol (0.0‰). All these factors make a valuable contribution to road safety.

Less cars - less noise

Noise is a major stress factor in cities, and too many vehicles lead to both noise and traffic jams. By reducing the number of cars and choosing ones with smaller, quieter engines, we help reduce traffic noise. This creates a healthier living environment and improves the quality of life for city residents by lowering the risk of stress-related health issues.

Protecting road infrastructure

Having fewer vehicles on the streets and highways reduces strain on the infrastructure, leading in turn to improved condition of the roads. The result is lower maintenance costs, which gives local authorities the opportunity to invest the funds saved in projects to promote urban sustainability. Our contribution to cutting down traffic therefore not only provides financial relief for public budgets, but also actively promotes the development of liveable urban spaces - so that our cities become even more liveable.



LESS CO₂ FOR A BETTER ENVIRONMENT

Life with fewer cars and lower CO₂ emissions is exactly what we want to promote with MILES. But, we are aware that we, as a company, also produce emissions. Therefore, since 2022, we have been calculating our corporate carbon footprint to identify and specifically reduce the drivers of our CO₂ emissions.

The production and use of motor vehicles have a significant environmental impact. Around 70 tonnes of materials and resources are required to manufacture a single car with an average weight of 1.5 tonnes. Depending on the total mileage, up to 20 percent of CO₂ output is attributable to production, at least 79 percent to driving, and one percent to recycling (12).

MILES is helping to reduce greenhouse gases and make the transport sector greener in a variety of ways: Carsharing offers the opportunity to share journeys and thus distribute the emissions generated during production among several users. Furthermore, our business model helps to significantly reduce the number of private cars in cities by not only motivating people to get rid of a car they already own, but also to refrain from buying one in the first place. We have calculated that each MILES vehicle saved an average of around twelve tonnes of CO₂ in 2023.

Another positive effect of free-floating car sharing is that MILES vehicles have no fixed stations within the business area. Users can use the app to find the nearest vehicle and park the MILES car anywhere in the business area at the end of their ride. This reduces distances and therefore CO₂ production.

Measuring and analysing in order to reduce emissions

As mentioned, we have been calculating our corporate carbon footprint (CCF) since 2022, and the effort forms the foundation of our climate protection plan. We record direct emissions (Scope 1); indirect emissions from energy procurement (Scope 2); and other indirect emissions, for example from our customers (Scope 3).

Our direct emissions in Scope 1 increased from 917 tonnes in 2022 to 1,280 in 2023. This is due to an increase in the kilometres driven in operations. We have corrected the indirect

emissions in Scope 2 from 258 tonnes to 420 tonnes in the first step for 2022. The reason for the adjustment is revised national average values from Plan A, the company we use to calculate our CCF. This resulted in indirect emissions of 2,666 tonnes for 2023.

For the majority of our locations, we used national averages in the calculation of Scope 2 for 2022 because collective calculations could not be allocated to individual locations or years. For 2023, the data situation is more precise: We recorded the exact number of square metres for each location and used this to determine the electricity and heating energy consumption (based on the national average values from Plan A). In addition, two large sites were added in 2023 - the reconditioning centre in Poland and the site for our fleet's maintenance and repair in Berlin - which were also included in the reckoning.

Compared to last year, our Scope 3 emissions increased from 14,347 tons in 2022 (before the new calculation of national average values, the figure was 14,414 tons) to 103,289 tons in 2023. The reason for this large jump was that we significantly expanded the scope of Scope 3 and calculated a total of five out of a possible 15 categories in order to gain a more comprehensive understanding of our emissions. This is four more categories than in the previous year, when we only calculated downstream leased assets.

The following are new additions:

- purchased goods and services
- waste generated in day-to-day business
- business travel
- employee commuting

The calculation of emissions due to purchased goods and services plays a particularly important role in the increase. A complete reckoning of all relevant categories is planned for 2024 in order to derive measures that are even more precise.

18%

less CO₂ emissions MILES vehicles emit compared to the average private car.



Corporate Carbon Footprint (CCF) 2023

Scope 1

Direct emissions

1,280 tCO₂e

Scope 2

Indirect emissions through purchased energy

2,666 tCO₂e

Scope 3*

indirect emissions from, for example customers

103,289 tCO₂e

* Four more Scope 3 categories calculated in 2023 than in 2022.

CCF = CO₂ footprint, which encompasses all emissions generated by the company and along the value chain. Figures in tCO₂e = metric tonnes of CO₂ equivalents, which includes other greenhouse gases such as methane and nitrous oxide, whose effect on global warming is converted into the equivalent amount of CO₂.

Low-emission vehicles

The sustainability of our vehicles is very important to us. Our fleet consists of new, low-emission vehicles that produce an average of 18 percent less CO₂ than the average private car.

E-cars are also an integral part of our fleet. The e-quota peaked at 25 percent in mid-2023 and was 16.8 percent at the end of the year. There are many reasons for the reduction, including the regular phasing out of leased vehicles.

In addition, e-vehicles are more expensive to operate, as repair costs are higher and they need to be charged more frequently. The latter is due to their relatively short range and the lower tolerance threshold users have for a low battery status compared to a low tank level. This is particularly important when longer trips or excursions are planned with a MILES vehicle.

In addition, an electric car's charging time is longer than the fossil-fuel refuelling process and causes downtime. Furthermore, in the EV charging infrastructure, which is still in need of expansion, distances between the nearest stations are often longer than between filling stations. Economic decisions such as the abolition of the BAFA premium for commercial fleets are further reasons for the decline.

Nevertheless, the proportion of our e-vehicles remains well above the German average of two percent (as of January 2, 2024). We are also currently analysing the potential and feasibility of electrifying our internal MILES fleet. In particular, we are investigating the use of electric vehicles for our operational processes. Our aim is to integrate the first electric vehicles into our operations from 2024 and the complete elimination of combustion engines in our internal fleet in the long term

Test project with electric cargo bikes

Our employees are on the road daily to clean the inside of our vehicles. In a three-month pilot project with DOCKR, a provider of cargobike subscription services, some of our colleagues switched to e-cargo bikes as a test to get from vehicle



to vehicle. We sought to find out whether a permanent switch would be operationally possible.

Various reasons, such as the weather in the cold season, the heavy use of the e-cargo bikes, and the associated downtime of the bikes, ultimately prompted us to refrain from a complete switch in the near future. However, a combined system would certainly be conceivable.

Nevertheless, some of the journeys required for cleaning are carried out with low CO₂ emissions: 30 percent of our vehicle

cleaning is carried out by a cleaning-service provider whose employees generally use electric bicycles.

Offsetting emissions with an app

We have noticed repeatedly that the desire to reduce the carbon footprint is also resonating among our users, and we are therefore evaluating the possibility of offsetting emissions via the MILES app. We have already signed a contract with a partner and are now working on this project's implementation.

An aerial photograph of a wide river at sunset. A large bridge with multiple lanes for traffic spans the river. Several cars and trucks are visible on the bridge. Two large barges are moving along the river. The sky is a mix of orange, yellow, and blue, reflecting on the water's surface. The surrounding landscape includes some greenery and distant buildings.

SUSTAINABLE RESOURCE MANAGEMENT

At the heart of our daily operations is a strong commitment to the conservation of raw materials and other valuable resources. However, our responsibility extends beyond our immediate activities: We carefully select partners and firms that demonstrate a clear commitment to environmental awareness.

One of our goals is to make MILES as climate friendly and low emission as possible. And we work hard to improve in these areas. With a sustainable business model, low-emission vehicles, and a commitment to resource conservation, we're aiming to be climate neutral by 2026.

In house for greater efficiency

Smart decision-making starts with choosing whether to make or buy along the value chain. By handling many processes inhouse, we enhance our efficiency and flexibility. For example, MILES has dedicated teams for all areas of work - from customer support and software development to vehicle maintenance. This in-house-first approach allows us to monitor sustainability from both ecological and economic perspectives and quickly optimise operations where needed.

Resource-efficient material and device acquisition

Our repair shop teams ensure that MILES cars are always in perfect condition. When they carry out repairs, they make sure the work is performed as efficiently as possible, which conserves valuable resources.

Whenever possible, defective parts are repaired directly or dismantled and fixed for later use as spare parts, such as telematics boxes and antennas. If certain spare parts are not immediately needed, we sell them to extend their service life and prevent premature disposal. We only buy new parts when absolutely necessary. Our motto is "repair if possible - buy new if necessary".

We also use electronic devices responsibly, typically leasing laptops, smartphones, and coffee machines. At the end of the lease, these devices are returned for refurbishment, reused, or recycling. Mobile phones we no longer need are given to recycling centres so their valuable components can be reused.

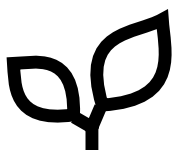
Using water consciously

With ongoing droughts and water shortages, conserving water has become crucial. The vehicles in our fleet are cleaned regularly using innovative water-saving methods such as “dry cleaning”, significantly reducing water consumption. In 2023, we saved around 1.24 million bathtub fillings of water compared to conventional washing methods – more than double the 500,000 saved in 2022 and over four times the savings in 2021.

In September 2023, we opened a new location in Berlin for minor repairs and vehicle cleaning. Our in-house car wash allows precise monitoring of water consumption, enabling us to develop specific strategies for further reductions. In 2024, we will calculate potential savings and plan to evaluate whether the frequency of exterior washes per MILES vehicle can be reduced.

Digital instead of paper

Paper is also a valuable resource, and we have intensified the digitalization of our processes to reduce its use. For exam-



MILES plans to be
operationally
CO₂-neutral by

2026

ple, we use whiteboards instead of paper flipcharts in our meetings. However, we are aware that there are areas where paper consumption remains unavoidable, such as in the towel dispensers in our bathrooms. Here, we only use sustainably produced paper from responsible sources that meets ecological standards.

Avoiding waste by separation

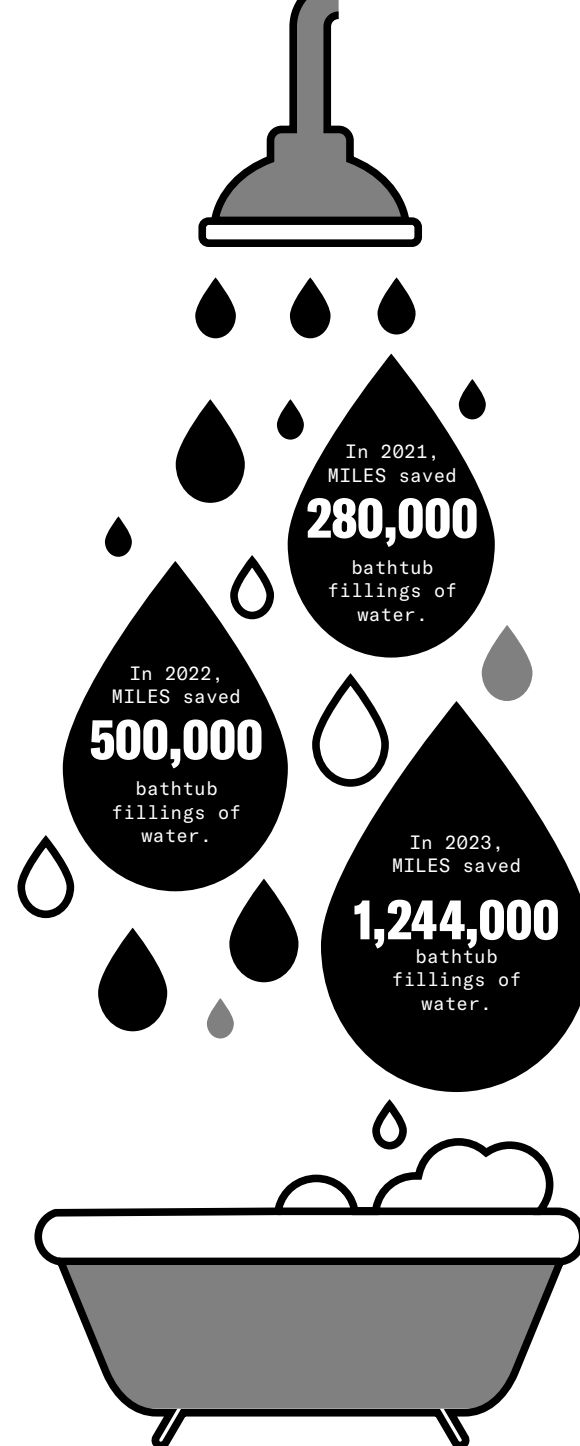
Waste separation is another important part of our commitment to conserving resources. It is part of the sustainable workflow at all our cities. We also avoid plastic waste whenever possible. At our headquarters, we have minimized plastic bottle use by offering filtered tap water from dispensers. At other locations, we use a reusable system for drinks and buy soft drinks from a German manufacturer that uses glass and PET bottles, which are reusable.

Conscientious corporate travel

To promote climate protection and minimize emissions, we provide free public transport tickets to employees who need them. To minimise business travel, we use video conferences to conduct most of our business meetings involving MILES employees from various locations. For unavoidable business trips, we prefer train travel to minimize our environmental footprint.

Sustainable business partners

Our vision of sustainability includes carefully selecting business partners who prioritise environmental protection and sustainability in their products, processes and business systems. One example of this is our office-materials supplier, who uses reusable boxes for its deliveries. These boxes are returned in order to minimise waste and conserve resources. We also focus on sustainability and ethical production when buying our merchandise. We work with a supplier that uses organic cotton and has production facilities that observe and implement the International Labour Organisation (ILO) Code of Conduct to ensure fair working conditions. To reduce the environmental impact of transportation and keep CO₂ emissions as low as possible, we order our goods in large quantities.



GOOD FOR PEOPLE

ACTING SUSTAINABLY

The focus is on the customer

A helping hand for others



THE FOCUS IS ON THE CUSTOMER

Our vision is to “make every driven mile a shared mile”. From the beginning, our goal has been to make individual mobility possible for everyone and promote both environmental friendliness and social responsibility. We want to motivate people to use flexible, shared mobility options, which is why MILES focuses on optimisation and expansion of our products and services.

From registration and booking to billing, convenient processes are basic aspects of our business model. This also means that the service is available 24/7 via the MILES app or the partner platforms (Jelbi, FREE NOW, SIXT, etc.) – and that users don’t have to worry about “opening hours”.

Our aim is to provide customers with a MILES car within walking distance in each MILES city. This is done through our free-floating model because the vehicles are distributed throughout the business area and can be rented or parked flexibly. In addition, we send out teams daily to ensure balanced distribution and check on supply areas with particularly high demand. We want to make our service available to as

many eligible drivers as possible. This is why our service is open to anyone over the age of 18 who has a valid EU driving licence. In this way, we also want to help driving-license newcomers get to know and appreciate individual mobility right from the start – without their own car.

Flexible prices

Our business and private customers can choose from a variety of tariff models and adapt them to their individual travel needs. These include hourly and daily rates of up to one month, which make it easy to organise both long and short trips. Simply get in and take off. At the end of the ride, the app automatically calculates the best price. For people who are very safety conscious, you can also book tariffs in advance and – with

our Protection Plus option – reduce the extra cost in case of a self-caused accident.

For a special fee, customers can also rent our vehicles in any city in our business area and park them in another MILES city. Our cars are also available for trips abroad, for example to Germany’s neighbouring countries, as well as Italy and Liechtenstein. For bookings of 24 hours or more, another person who also has a fully verified and activated MILES account can be registered as a second driver if required.

The classic kilometre rate for shorter distances offers users a stress-free solution, especially if the journey trip is delayed due to traffic obstructions or unforeseen events. The tariffs – whether time based or kilometre



Large selection of cars

Whether you need a small, mid-size, or premium car – or a van – MILES has the right vehicle for virtually every customer’s requirements.



24/7 available

Whether it’s a small car, mid-size car, or van, all MILES vehicles can be booked via the app at any time.



Flexible rates

Mileage-based or hourly, MILES has a suitable rate for every trip. If customers need a rental for a longer period of time, they can take advantage of our subscription model.



Extra benefits

Frequent travellers can save additional money with the MILES Pass.



Free parking

Parking in public car parks within our business area is free of charge for all MILES customers.



Fuel, charging, and insurance are included

All MILES rates include insurance. Refuelling/charging is also free of charge within Germany. All valid refuelling and charging stations are listed in the app.



On holiday with MILES

MILES also makes it easy to travel abroad without having to book or register the journey in advance via the app.

based – are even more attractive because insurance and refuelling or the charging of EVs are included. We also cover parking fees in public parking lots in MILES cities for our customers. This not only saves money, but also makes a carsharing vehicle even easier to use than a private car.

Renting vehicles for a long period

MILES also has a car subscription for customers who need a vehicle more frequently and for longer periods. We offer maximum flexibility here because the terms of the subscription – from one to 24 months – can be set via the website. Another plus point is that the subscription is available throughout Germany – and the subscription car is conveniently delivered to any German address of your choice.

A variety of vehicles for any occasion

At MILES, customers can choose among different vehicles depending on their needs, regardless of whether they book a short-term rate or a subscription. Small cars, compact vehicles and even vans are available to cover every situation.

In addition to flexibility and user friendliness, our users' safety is particularly important to us. This is why we have our vehicles inspected every year by experts like the people at the TÜV Süd in Munich. Their job is to enable progress by protecting people, the environment and the cars from technology-related risks. The vehicles are also checked regularly by our own experts.



Extra benefits for frequent drivers

We want to have long-term customers, so we offer the chance to rate every ride and to analyse contacts with MILES Support, which is available by phone around the clock. This allows us to identify mistakes at an early stage in order to improve our services.

Frequent MILES users can benefit from our special bonus programmes that offer additional savings. Our MILES passes – silver or platinum – offer discounts on rides, fares and parking minutes. These reward satisfied

loyal users, who are an important part of a stable business.

Further advantages through cooperation

Further advantages through cooperation
Collaborations and partnerships bring attractive benefits to both our customers and us. For example, we cooperate with partners in the cities where we are active like our teamwork with toom DIY stores. It began in 2022 and continued in 2023. With a MILES vehicle, users can park for free for 60 minutes at all participating toom partner stores.

A HELPING HAND FOR OTHERS

Our business practices intentionally and specifically include social responsibility and making a positive contribution to society. We do not view our charity activities as a separate initiative, but as a basic part of our corporate philosophy and commitment. With MILES Charity, we work to produce long-term positive change in the cities where we operate and beyond. We primarily support associations and organisations in the areas of equal rights, equality and social causes.

Part of our turnover goes to regional and charitable projects, and our help focuses on the needs of the recipients. In addition to financial donations, we make MILES vehicles available to organisations and associations.

Donate by driving a charity car

MILES charity cars are available in all the cities where we operate. Every euro of the proceeds from these vehicles goes to local social projects. At least one MILES car is also on the road for a good cause in Stuttgart, Antwerp, Augsburg, Wuppertal and Solingen. In addition to classic small cars, there are also charity vans.

The number of charity vehicles in MILES carsharing cities grew from nine in 2021 to twenty-two by the end of 2023, so the number has more than doubled in the past two years. Our charity fleet will grow whenever we open a location in a new city.

The charity vehicles can be recognised by identification stickers on the cars and designation in the MILES app. Selection of the beneficiaries is regional and changes every three months in Germany. In Belgium the change currently happens once a year.

More charity cars, more donations

In 2023, we collected 170,000 euros in donations, up from 167,000 the previous year. Compared to 2021, when donations amounted to 70,000 euros, the increase is more than 142%.



We used this money to provide financial support to over 40 associations and projects. The money comes from rentals of our charity cars, as well as donations of credit for MILES trips and direct cash donations.

Help for various regions

The projects and associations our donations helped in 2023 are in different areas of Germany. For example, we support the Aid Pioneers e.V. Association, which has built up an international aid network since the beginning of the war of aggression against Ukraine. It regularly brings urgently needed relief supplies from Germany to that country.

Another project, which we joined in winter 2022-2023, is the One Warm Winter initiative of the DOJO Cares foundation. This involved providing "warm triangles", which serve as first-aid cold kits for those in need, for 1,000 vehicles in eight cities. Each box contains a blanket, hand and toe warmers, a hat and gloves. MILES drivers were able to give people in need on the streets some warmth until the "cold bus" or emergency services arrived to provide further care. Information on the cold aid and hotline was on the box.

In 2023, we also supported the first digital street magazine, Stread, another DOJO Cares initiative, with a contribution of almost 36,000 euros. This initiative links pop culture with street culture to offer homeless people new perspectives. The magazine is published monthly and is available from street vendors via QR codes.

Our commitment also extends to a large number of other associations. One is the Björn Schulz Foundation, which since 1996 has been supporting families with children, adolescents and young adults who are terminally ill or suffering from life-shortening health conditions.

Another is Dare2Care, which strengthens educational organisations through workshops and programmes to promote mental health. The goal is to help young people become stronger in dealing with stress and pressure to perform, which helps create a stronger society.

Yet another, the Female Fellows e.V. Association, helps refugees and migrants through volunteer projects in Stuttgart. These provide language and everyday support, as well as other events and activities.

This is just a selection of the organisations we supported in 2023. For 2024, we have the

goal to further expand our contribution to support groups that support others.

Open to new projects

MILES wants to give our customers the opportunity to help others, so we are open to suggestions regarding social commitment. Not only customers, but anyone can use our website to tell us about projects and aid organisations that need support. We are open to all ideas and projects and welcome any ideas to improve our society.

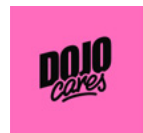
170,000

euros in donations were made.



cars drove through
MILES locations in 2023
for charity purposes.

Our Charity-Partners¹



¹ An extract from our 62 Charity partners.

GOOD WORKING RELATIONSHIPS

INTERACTING SUSTAINABLY

Living a shared vision

Respectful interaction



LIVING A SHARED VISION

To make a difference in business, you need a team that stands firmly behind your vision and, in particular, a team where every member feels understood and supported. To achieve this, MILES tries to create optimal conditions for our employees.



The MILES community includes people from over 50 nations, and their wishes for their own workplace reflects their diversity. We always welcome feedback from them based on the understanding that gender equality, inclusive cooperation and fairness are part of our corporate culture. We offer the opportunity to balance family and work, as well as fair pay and promotion prospects.

Diversity and equal opportunities

An employer that expects people to work together as equals has to set an example, and MILES is well aware of this responsibility. Age, gender, sexual orientation, disability, ethnicity, religion, origin and social or economic status play no role in how we hire new employees. We employ gender-neutral language because we believe our feelings should also be visible to the outside world as a clear sign of our values.

To promote gender equality and diversity, MILES has looked closely at our team, which currently has almost 800 employees, 19% female and 81% male.

Around 70 percent of our employees are in workshops and operations, which, viewed generally, have a significantly higher proportion of men. At our head office, the proportion of women today is 43%, an increase of 20% compared to 2022. The proportion of women in our leadership team is 25%, and we are continuously working to create a more inclusive working environment toward achieving gender parity.

Supporting our employees

Development for improvement is a constant goal at MILES, so we support the transfer of knowledge across all levels of our work. Flat hierarchies form the foundation for this. In our philosophy, people at MILES have the opportunity to take on responsibility and question work processes in order to improve them.

It is important to us to offer all employees the chance for advancement based on their experience and qualifications. Therefore, we've established formal development plans and regular feedback meetings. The meetings help to identify team members' strengths and skills, as well as their personal goals.

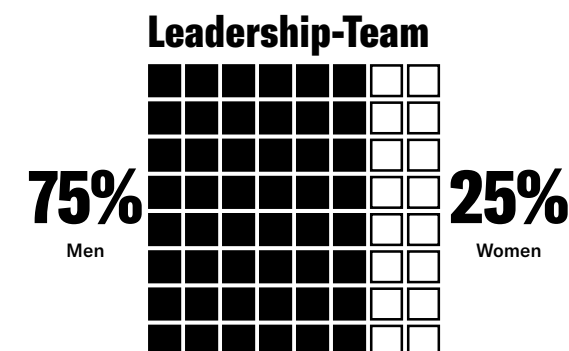
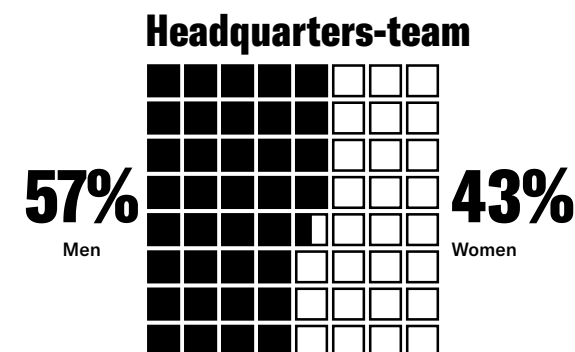
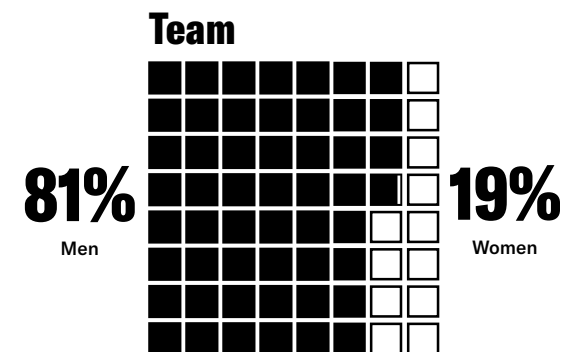
Our internal coaching, workshops and further training promote the career development of the MILES community. We also want to give young professionals the opportunity to get to know our corporate culture personally, and so we offer special positions for students. In the framework of the German higher-education system, it is possible for students to arrange to work on research for their bachelor's or master's thesis.

Flexible working hours

Life is not just about work. To ensure that our employees enjoy being - and want to remain - part of our team, we offer working-time models that fit their current phase of life and give them the freedom they want. In this way, we ensure that "work-life balance" is not just an empty phrase. To ensure that employees' time on the job can balance their work and private lives as smoothly as possible, we communicate work times at an early stage, and if things do get stuck, MILES team members can of course exchange shifts by individual arrangement.

Employees in our business units are offered flexible working hours based on trust. This means they can start and end their working day when they want, as long as their tasks are done and they attend important meetings. Hybrid working is of course always possible at MILES and is part of the culture.

We also allow employees flexibility in reducing the number of hours they work, for example to simplify their return to work after parental leave. This makes a better work-life balance possible and demonstrates our commitment to supporting them in various life situations.



As at 31 December 2023

Proactive increase of salaries

No one works just for fun – of course, the salary has to be right, too. This is why we focus on fair pay and, above all, transparency right from the start. People interested in a job in MILES Support or as a service driver can find out immediately in our job advertisements how much they will receive at the end of the month. Workers on night, Sunday, and public holiday shifts receive bonuses.

MILES team members can shape their salaries proactively and are in regular contact with their supervisors. The supervisors constantly observe the employees' development and adjust their salaries on this basis. We regularly calculate benchmarks so that MILES salaries are fair and, if necessary, to bring them in line with market standards.

Benefits for all

An employer that wants to create a strong team today has to offer more than minimum standards required by law. This is why MILES employees are offered varying benefits depending on their location. Number one in our employees' ranking is our mobility offer, where they can choose between monthly MILES credits or a reduced-rate public transportation subscription.

Our staff members also benefit from a company pension scheme (BAV), which involves conversion of a portion of their gross salary to contributions to the scheme. MILES provides a matching contribution that far exceeds the legal requirements.

In order to promote health and a sporting balance, we pay our employees subsidies for membership in the Europe-wide Urban Sports Club. We are also part of the Corporate Benefits platform, which provides our employees with discounts and coupon codes for a wide variety of companies and services. We review our benefits regularly and revise them whenever



necessary. The benefits not only contribute to the well-being of our employees, but also strengthen the company's cohesion and productivity.

Assessing employee satisfaction

At the end of 2023, we conducted a survey on the general satisfaction of our employees at MILES for the first time. The results showed that our colleagues particularly value the working environment and team spirit. At the same time, they would like to see even more efforts in the areas of leadership training, team training, transparency and clarity of processes for personal and financial development.



As a result, we have worked to achieve improvements in these areas. In the future, this survey will be repeated twice a year in order to get an update on the mood of our team and identify areas where we can continue to improve.

RESPECTFUL INTERACTION

A group of people are shown from the chest up, their arms raised and hands clapping in a high-five gesture. The background is a bright, hazy sunset or sunrise, with the sun low on the horizon, creating a strong lens flare and a warm, golden glow. The silhouettes of the people are dark against the bright light. The overall mood is one of celebration, teamwork, and positivity.

The MILES business model for sustainability goes beyond climate, environmental protection, and social responsibility. Respectful and honest interaction with colleagues, customers and business partners is also a fundamental part of our self-image.

From the human and economic perspectives, the MILES brand should stand for reliability and trust. To achieve this, clear guidelines bring our beliefs to life.

Code of Conduct

Every company is only as successful as the members of its team are. Although each person is different – and we certainly value and encourage individuality at MILES – a fundamental set of values based on respectful, honest and responsible internal and external interaction unifies us. In 2024, we plan to sharpen our values and integrate them even more strongly into communication – and thus into our everyday lives.

In 2023, we issued the in-house publication of our code of conduct to summarise in writing the way we conduct ourselves both internally and with external parties. An important instrument in this guideline is our feedback and

speaking-up culture. At MILES, people at every level of employment can communicate freely, address sensitive issues openly, and find constructive solutions together.

Another aspect of this is the respectful, honest and fair treatment of our customers, business partners and other external persons. We believe in fair and free competition, we avoid conflicts of interest, and we condemn corruption and bribery.

Our whistleblower policy is based upon communicating freely and openly

Since September 2023, all MILES employees have had the opportunity to engage in what is known as “whistleblowing” so they can anonymously provide information or hold confidential discussions with our legal team if they observe what they believe to be misconduct. This initiative emphasises our commitment to transparent and responsible corporate culture where integrity and ethics hold the very highest position.

Dignity, respect and protection for all

Protection of our employees' safety and dignity is a top priority at MILES. Just like gossip, slander or indiscretion, there is no place for sexual harassment, discriminatory behaviour and bullying in the MILES community.

In January 2023, we published our anti-discrimination and anti-sexual harassment policy. Employees who have experienced harassment, discrimination or bullying are offered help and support.

Operating sustainably

At MILES, we view sustainability as a company-wide task to be taken into account in all areas of our activities. Furthermore, we recognise that sustainable cash, liquidity and careful risk management are fundamental for a responsible employer, business partner and service provider.

Our treasury policy and risk management approach take this into consideration, and our operational guidelines set out clear actions with regard to liquidity, cash management and hedging. Additional documentation of these guidelines will be a topic in 2024 in order to formalise our existing practices and further emphasise our commitment to transparent and responsible financial management.

Working in accordance with the EU's Corporate Sustainability Reporting Directive (CSRD)

EU regulations demand that large companies publish regular reports on the social and environmental risks they face and how their activities affect people and the environment (13). This Sustainability Progress Report is also part of MILES' efforts of toward constant improvement, and we are planning a new materiality analysis for the second half of 2024 to identify relevant sustainability factors.

We are also starting preparations to adapt our future ESG documentation in accordance with the CSRD guidelines. From 2026, we plan to integrate this into the MILES annual report and have it audited as part of the process.



SOURCES

Focused toward the future

- (1) Bundesverband CarSharing e. V.: Das Carsharing-Wachstum beschleunigt sich (1.1.2024), URL: <https://carsharing.de/alles-ueber-carsharing/carsharing-zahlen/aktuelle-zahlen-fakten-zum-carsharing-deutschland> (last accessed on 17.4.2024)
- (2) Umweltbundesamt: Car-Sharing (18.3.2022), URL: www.umweltbundesamt.de/themen/verkehr-laerm/nachhaltige-mobilitaet/car-sharing (last accessed on 28.7.2022)
- (3, 4) Andreas Knie, Lisa Ruhrort, Franziska Zehl u. a.: Die Nutzung von Carsharing und dessen Folgen für die Stadt – die Kernaussagen (24.9.2020). WZB Wissenschaftszentrum Berlin für Sozialforschung, URL: https://wzb.eu/system/files/docs/dst/dimo/Working-Paper_WeShare_final.pdf (last accessed on 17.04.2024)
- (5) Hannes Schreier u. a.: Endbericht Evaluation CarSharing (EVA-CS) (29.9.2015), URL: <https://tud.qucosa.de/api/qucosa%3A29048/attachment/ATT-0/> (last accessed on 5.10.2023)
- (6) Bundesverband CarSharing e. V.: Das Carsharing-Wachstum beschleunigt sich (1.1.2024), URL: <https://carsharing.de/alles-ueber-carsharing/carsharing-zahlen/aktuelle-zahlen-fakten-zum-carsharing-deutschland> (last accessed on 17.04.2024)
- (7) Bundesverband CarSharing e. V.: Aktuelle Zahlen und Fakten zum CarSharing in Deutschland (1.1.2023), URL: <https://carsharing.de/alles-ueber-carsharing/carsharing-zahlen/aktuelle-zahlen-fakten-zum-carsharing-deutschland> (last accessed on 5.10.2023)
- (8) Bundesverband CarSharing e. V.: Das Carsharing-Wachstum beschleunigt sich (1.1.2024), URL: <https://carsharing.de/alles-ueber-carsharing/carsharing-zahlen/aktuelle-zahlen-fakten-zum-carsharing-deutschland> (last accessed on 17.04.2024)
- (9) Fahrlehrerverband Baden-Württemberg e. V.: Studie Mobilität und Verkehr: Das Auto ist klarer Favorit [Interview mit Stefan Bratzler] (11/2021), URL: <https://www.flvw.de/fahrschulpraxis/ausgaben-2021/november-2021/2021-11-736-studie-mobilitaet-und-verkehr-das-auto-ist-klarer-favorit.html> (last accessed on 5.10.2023)

More space for living

- (10) Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung (BMZ): SDG 11: Nachhaltige Städte und Gemeinden, URL: <https://www.bmz.de/de/agenda-2030/sdg-11> (abgerufen am 23.4.2024)
- (11) Andreas Knie, Barbara Lenz, Claudia Nobis u. a.: Wirkung von E-Car Sharing Systemen auf Mobilität und Umwelt in urbanen Räumen (April 2016). Technische Informationsbibliothek (TIB), URL: <https://www.tib.eu/de/suchen/id/TIBKAT:866744789/> (last accessed on 17.4.2024)

Less CO₂ for a better environment

- (12) VCÖ – Mobilität mit Zukunft: Wie viele Ressourcen werden bei der Pkw-Produktion verbraucht? URL: <https://www.vcoe.at/service/fragen-und-antworten/wie-viele-ressourcen-werden-bei-der-pkw-produktion-verbraucht> (last accessed on 17.4.2024)

ANNEX

SUSTAINABLE PLANNING

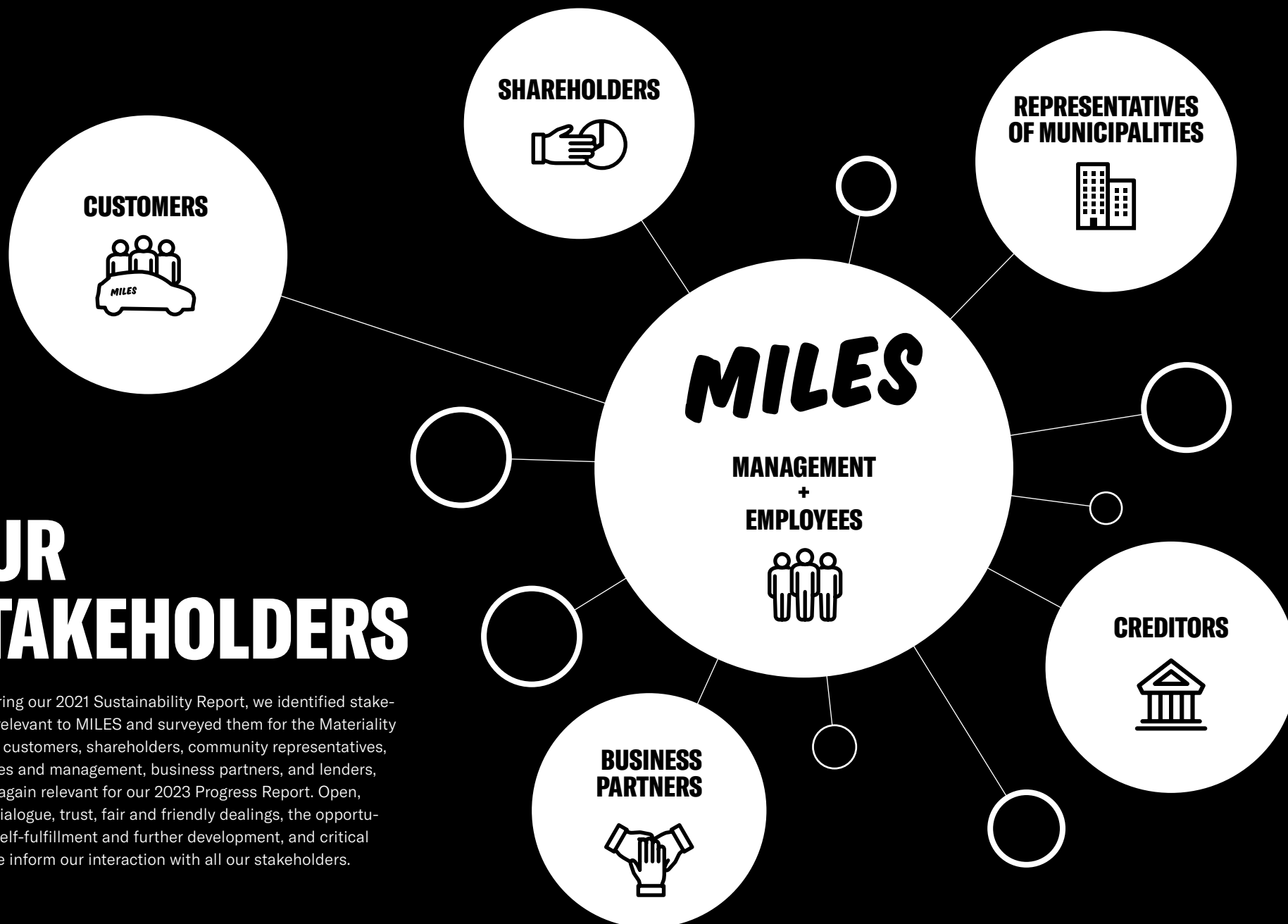
Our stakeholders

Goals and measures

Our key figures




OUR STAKEHOLDERS


In preparing our 2021 Sustainability Report, we identified stakeholders relevant to MILES and surveyed them for the Materiality analysis: customers, shareholders, community representatives, employees and management, business partners, and lenders, who are again relevant for our 2023 Progress Report. Open, honest dialogue, trust, fair and friendly dealings, the opportunity for self-fulfillment and further development, and critical exchange inform our interaction with all our stakeholders.



GOALS AND MEASURES

	Gap Analysis	Goals	Year	Status	Comments
Improve Transparency					
GHG emissions for "Measuring impact"	<p>Specific information on the largest sources of emissions, differentiated by vehicle class.</p> <p>Tracking of employee emissions.</p> <p>Information on the specific calculation method for CO₂ emissions. Survey of resource consumption in business operations.</p> <p>Definition of specific quantitative targets with planned implementation dates.</p>	<p>We will calculate our overall corporate footprint. In doing so, we want to follow the standard of the Greenhouse Gas Protocol and subdivide it into Scope 1, 2 and 3.</p>	2024		<p>We have calculated our Scope 1 and 2 emissions, as well as the emissions caused by our customers in the area of carsharing (Scope 3, Category 13: Downstream Leased Assets) for 2022. We have prepared an even more detailed Corporate Carbon Footprint (CCF) for 2023. In addition to Scope 1 and Scope 2, we have calculated five Scope 3 categories in Scope 3 this year. For 2024, we plan to further improve the data basis and calculate all key categories in order to obtain a complete picture of our CO₂ emissions.</p>
Internal Code of Conduct	<p>Development of a code of conduct.</p> <p>Raising awareness and training employees on sustainability issues.</p> <p>Assignment of specific responsibilities in dealing with ESG issues. Definition of specific compliance measures and strategies.</p> <p>Involvement of employees in sustainability management. Internal incentive system for employees to integrate sustainability factors.</p>	<p>We want to implement a Code of Conduct for our employees to raise awareness of sustainability issues, principles of conduct, and dealings with each other and with business partners.</p>	2024		<p>We have compiled and finalised the Code of Conduct for our employees and published it internally. The plan for 2024 is to sensitise our employees to the topic of sustainability and assign responsibilities for ESG issues.</p>

	Gap analysis	Goals	Year	Status	Comments
Improve transparency					
External Code of Conduct	<p>More detailed consideration of individual stages of the value chain (procurement of cars to vehicle disposal) and visible importance of sustainability aspects.</p> <p>Innovation process and transformation to sustainable products along the value chain.</p> <p>More intensive communication with suppliers on ESG issues.</p> <p>Focus on the supply chain: Can MILES provide suppliers with specific sustainability requirements?</p>	We want to draw up a Code of Conduct for our suppliers in which we regard the supply chain.	2024		The Code of Conduct for suppliers will be finalised and published in the second quarter of 2024.
Sustainability strategy	<p>Differentiation between key sustainability issues that are influenced by business activities (inside-out perspective) and those that have an impact on business activities (outside-in perspective).</p> <p>Development of a specific sustainability strategy.</p> <p>Creation of an ESG risk-management system.</p> <p>Better comparability and connectivity through a reporting standard.</p> <p>Certification of or orientation towards management systems.</p>	Develop a sustainability strategy and identify key areas of action for the sustainability strategy. Define standards on which the sustainability strategy is based - environmental strategy, social strategy, human rights.	2024		As part of our preparations for the CSRD and the planned double Materiality analysis in mid-2024, we are laying the foundations for the development of a comprehensive sustainability strategy, including the definition of key action areas. The introduction of specific sustainability KPIs will enable us to effectively manage and minimise our CO ₂ emissions. In addition, precise recommendations for action will guide our teams to reduce their carbon footprint in a targeted manner.
Measure impact					
GHG emissions from "Increase transparency" and CO₂ offsetting		In the future, we want to offer our customers the option of CO ₂ compensation.	2024		We are evaluating the possibility of offsetting emissions via the MILES app.

	Gap analysis	Goals	Year	Status	Comments
Addressing issues operationally					
Increase the number of EVs		Our aim is to achieve a higher electrification rate (e-quota) than the national average by continuing to use electric vehicles where it is economically sustainable to do so.	ongoing		We are also carefully analysing the integration of electric vehicles into our operations.
Expand our area of business		Our aim is to make our service accessible to more and more people and to include outlying districts.	ongoing		We are constantly expanding our business areas and have added several municipalities around Munich and Stuttgart to our operations.
New locations in cities and towns		Opening up new cities to give even more people access to sustainable mobility.	ongoing		In 2023, we opened locations in Stuttgart, Augsburg, Solingen, Wuppertal and Antwerp, Belgium.
Diversity	Definition of specific goals and planned implementation areas.	The diversity quota is to be increased. We also want to use MILES Charity to proactively support projects that promote diversity and equal treatment for all.	2024		Our ongoing efforts to recruit a diverse team are supported by the continuous tracking of diversity KPIs. Although we were unable to significantly increase diversity among our employees in 2023, we are determined to change this. For 2024, we plan to define specific targets and measures to further intensify our diversity efforts and achieve measurable progress.

OUR KEY FIGURES

(as at 31.12.2023)

Operating figures

		2021	2022	2023
Annual sales	in Mio. EUR	47	94	184
Total vehicles	number of units	4,915	11,680	21,470
Total registered customers	number of persons	740,000	1,275,000	2,281,000
Total municipalities	number	8	10	15
Total depth-integration platforms	number	4	5	6
Amount of donations	in Euro	70,000	167,000	170,000
Charity-Cars	number	9	18	21

Employees

		2021	2022	2023
Total workforce 1 (total HC)	number	291	ø 394	ø 790.92
Total workforce 2 (total FTE)	number	233.4	ø 326.1	ø 625.42
Total workforce 3 (HC HQ)	number	49	ø 62	ø 116.83
Part-time rate (PTE as % of total HC)	in %	41.2	41.0	38.0
Employees under 30 years (total HC)	in %	68.7	66.8	62.1
Employees 30-50 years (total HC)	in %	28.9	30.0	35.1
Employees over 50 years (total HC)	in %	2.4	3.2	3.8
Proportion of employees in leadership team m/f/d (HC HQ)	in %	65/35/0	77/23/0	75/25/0
Proportion of employees m/f/d (HC total)	in %	85/15/0	82/18/0	81/19/0
Proportion of employees m/f/d (HC HQ)	in %	63/37/0	77/23/0	57/43/0
Proportion of employees with disabilities (HC total)	in %	1.0	3.4	1.0
Fluctuation rate HC HQ	in %	0.5	2.0	3.0
Fluctuation rate HC total	in %	4.0	4.0	5.0
Absence rate/sickness rate HC total	in %	8.2	7.0	6.0

Definitions: Headcount (HC) = all employees
FTE = Headcount calculated on full-time employees equivalent
PTE = Headcount calculated on part-time employees equivalent
HQ = Headquarters

Ecological criteria

		2021	2022	2023
Total CO ₂ emissions saved by MILES	tons of CO ₂	≈ 51,600	≈ 81,900	≈ 214,100
CO ₂ emissions saved by private cars sold as a result of MILES	tons of CO ₂	≈ 38,800	≈ 64,200	≈ 160,900
CO ₂ emissions saved by private cars not purchased due to MILES	tons of CO ₂	≈ 55,000	≈ 106,600	≈ 267,200
CO ₂ emissions saved per MILES vehicle	tons of CO ₂	≈ 10.6	≈ 11.5	≈ 12.1
Space saved in playgrounds*	unit	≈ 1,300	≈ 3,750	≈ 7,000
Total space saved	m ²	≈ 780,000	≈ 2,250,000	≈ 4,200,000
Space saved per MILES vehicle	m ²	≈ 196	≈ 196	≈ 196

* 1 playground = 600m²

		2021	2022	2023
Total water saved	litres	≈ 50,400,000	≈ 89,360,000	≈ 223,950,000
Total water saved in bathtubs	unit	≈ 280,000	≈ 496,000	≈ 1,244,000
Water saved per MILES vehicle	litres	≈ 12,500	≈ 12,500	≈ 12,500
Water saved in bathtubs per MILES vehicle	unit	≈ 70	≈ 70	≈ 70
Private cars sold as a result of MILES	unit	≈ 18,400	≈ 49,000	≈ 92,000
Private cars not purchased due to MILES	unit	≈ 45,300	≈ 42,000	≈ 265,000
A MILES car replaces up to	vehicles	≈ 15	≈ 15	≈ 15
Scope-1-emissions	tCO ₂ e	not captured	917**	1,280
Scope-2-emissions	tCO ₂ e	not captured	420***	2,666
Scope-3-emissions (Downstream leased assets)	tCO ₂ e	not captured	14,347****	103,289*****
Share of e-vehicles in the MILES fleet	in %	5	19	16.8

** Corrected from 1,430 to 917 due to a new calculation.

*** Corrected from 258 to 420 due to a new calculation.

**** Corrected from 14,414 to 14,347 due to a new calculation.

***** Five of 15 Scope 3 categories calculated in 2023, one of 15 in 2022.

LEGAL NOTICE

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